



news YOU CAN USE

From Delta Dental of North Carolina

Summer 2021



Employers continue to choose Delta Dental!

More than 1,000 organizations across North Carolina have selected Delta Dental of North Carolina to protect their employees' smiles. We are excited to welcome our new enrollees from the following employer groups since January 1, 2021:



- Cone Health:
Health Team
Advantage
(Greensboro)
- Alamance County
Government
(Graham)
- Pike Enterprises
(Mount Airy)

- Sturgeon (Charlotte)
- A.B.B., Inc. (Cary)
- ABC Phones (Raleigh)
- Pepsi Bottling Ventures (Raleigh)
- Nash Johnson and Sons Farm (Rose Hill)
- Glen Raven (Glen Raven)
- Buncombe County (Asheville)
- Cardinal Financial (Charlotte)
- Freight Handlers (Fuquay-Varina)
- Worldwide Clinical (Morrisville)
- Guilford Technical Community College (Jamestown)
- Baker Roofing (Raleigh)
- Highwoods Properties (Raleigh)
- Mitchell Gold and Bob Williams (Taylorsville)
- Chandler Concrete (Burlington)
- McDowell County Schools (Marion)
- Sigma Electric Manufacturing (Garner)
- City of Thomasville (Thomasville)
- Davidson County Government (Lexington)
- Withers Ravenel (Cary)
- Sigma Electric Manufacturing (Garner)
- BestCo (Mooresville)
- Carolina Caring, LLC (Charlotte)
- PlayPower (Huntersville)



Does your office have changes or updates? Let us know!

As a reminder, please notify us when you have any provider and/or office changes or updates. When we have the most up-to-date information, it helps us provide you with the highest level of service and accurate claims processing. It also helps us to ensure

that we're providing our members with accurate information on our online Dentist Search.

Please notify us when your office undergoes changes including but not limited to:

- A provider joining or leaving an office
- Retirement
- Tax ID changes
- New and/or change of physical or payment address(es)
- New and/or change of phone number(s)
- Closing of an office or practice
- Sale or purchase of a practice
- New and/or change of NPI information
- License status updates

Thank you for your assistance in keeping your provider records accurate with us. If you would like to notify us of any changes, or if you have any questions regarding this request, please contact the Provider Records department at ncproviderrequests@deltadentalinc.com.

Take advantage of our Dental Office Toolkit® for faster claims processing and payment!



The [Dental Office Toolkit®](#) (DOT) is a FREE, online tool available 24/7 provides instant online access to review patient eligibility, check the status of submitted claims and much more. And, it helps your office to get paid

faster than when you submit paper claims. With DOT, you can:

- Check member benefits including coverage, frequencies, maximums, etc.
- Submit claims/pre-treatment estimates
- Search patient history
- View processing policies if available
- View/manage EFTs
- View provider fee schedules (certain networks only)
- Manage DOT users for your business (Tax ID)

When COVID-19 cases began rising last year, it led to a temporary closure of Delta Dental's mailroom and print services. For those using Electronic Funds Transfer (EFT) and DOT for claims submission, there were no delays in claims processing and payment.

We understand that cash flow is vital for your business so we encourage providers to take advantage of DOT and EFT to avoid any potential delays, whether it be another closure due to COVID-19 or another unanticipated event.

Please visit www.dentalofficetoolkit.com to register your office today. Training videos, how-to guides and other resources are available to help set your office up for success.

If you need help registering your office for DOT or have questions, our Toolkit support team is available to get you started and answer any questions you may have. Call them at 866-356-0301. You can also view FAQs [here](#).



Dental Office Toolkit ending support of Internet Explorer

Effective, August 9th, Dental Office Toolkit will no longer support any versions of Microsoft Internet Explorer. We recommend Google Chrome for the best user experience. You can download Google Chrome for free by clicking [here](#).

Medicare Advantage™ Network Fraud, Waste and Abuse training reminder

As a reminder, the Fraud, Waste and Abuse, Compliance, and Cultural Competency training shall be completed once each calendar year for providers who participate in the Delta Dental Medicare Advantage™ network. Please follow the steps outlined below to complete the annual training at your earliest convenience.



1. Follow the [link](#) to the Delta Dental of North Carolina website
2. Click the **DOWNLOAD** button to review the FWA, Compliance, and Cultural Competency Training
 - Clicking “Download” will open a new browser window where you can view the training. You will not need to print the document and there is no test required. You may close the browser window displaying the training once it has been reviewed.
3. Click the **SIGN** button to complete and submit the [Training Acknowledgment Form](#).
 - Training is tracked by the Tax Identification Number (TIN) used to submit claims to Delta

Dental. **An acknowledgment form must be submitted for each active TIN in order to be marked complete. Only one dentist or staff person needs to submit an acknowledgment form per TIN.**

4. Receive your confirmation email.
 - A confirmation email will be sent to the email address entered on the acknowledgment form. Please keep in mind, the confirmation email is only valid for the TIN entered on the acknowledgment form. If the TIN entered does not match our records or was entered incorrectly, a new form will need to be submitted with the correct TIN to order to be marked complete.

Thank you for all you do to help create healthy smiles across NC and beyond.

-Delta Dental of North Carolina



[Unsubscribe](#) | [View Online](#)

%%dynamic_content_153%%